Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 1-3, 5, 9, 11, 13-15, 17, 21, 23, 29, 31-35, 44, 56, and 60, as follows.

Listing of Claims:

1.   **(currently amended)** A method of selecting a resource for a work item, comprising:

determining by processor available resources that possess skills needed by the work item;

for each of the determined resources, determining by processor a business value of having the resource service the work item, the business value being a measure of qualification of the resource for servicing the work item based on skills of the resource and skill requirements of the work item;

for each of the determined resources, determining by processor a value to the resource of servicing the work item, the value to the resource being a measure of how serving the work item by the resource helps or hurts goals of the individual resource, wherein the goals of the resource include per-skill time-allocation goals of the resource; and

selecting by processor a determined resource that has a best combined value of the business value and the value to the resource, to serve the work item.

2.   **(currently amended)** The method of claim 1 wherein:

determining by processor a business value comprises

determining by processor the business value weighted by a business value weight corresponding to the work item;

determining by processor a value to the resource comprises

determining by processor the value to the resource weighted by a

7   resource value weight corresponding to the work item; and

8   selecting <u>by processor</u> comprises

9   selecting <u>by processor</u> a determined resource that has a best

10   combined value of the weighted business value and the weighted value to

11   the resource.

1   3. **(currently amended)** The method of claim 2 wherein:

2   determining <u>by processor</u> a business value comprises

3   determining <u>by processor</u> a weighted business value as a product

4   of (a) the business value weight corresponding to the work item and (b) a

5   sum of products of a level of each said needed skill of the resource and a

6   weight of said needed skill of the work item; and

7   determining <u>by processor</u> a value to the resource comprises

8   determining <u>by processor</u> a weighted resource treatment value as a

9   product of (c) a resource treatment weight corresponding to the work item

10   and (d) a sum of products of each treatment of the resource and a weight

11   of said treatment of the resource.

1   4. **(original)** The method of claim 3 wherein:

2   the sums of products are scaled sums, and

3   the treatments are scaled treatments.

1   5. **(currently amended)** The method of claim 4 wherein:

2   selecting <u>by processor</u> comprises

3   selecting <u>by processor</u> the determined resource that has a highest

4   sum of the weighted business value and the weighted resource treatment

5   value.

1   6. **(original)** The method of claim 3 wherein:

2   the resource treatments of a resource comprise a time since the

3   resource became available and a time that the resource has not spent

4   serving work items.

1   7. **(original)** The method of claim 6 wherein:

2   the treatments of the resource further comprise a measure of an

3   effect that serving of the work item would have on a goal of the resource.

1   8. **(original)** The method of claim 7 wherein:

2   the measure of the effect comprises a difference between (a) a

3   distance of an actual allocation of worktime of the resource among skills

4   from a goal allocation of the worktime of the resource among the skills and

5   (b) a distance of an estimated allocation of the worktime of the resource

6   among the skills if the resource serves the work item from the goal

7   allocation.

1   9. **(currently amended)** A method of selecting a resource for a

2   work item, comprising:

3   determining <u>by processor</u> available resources that possess skills

4   needed by the work item;

5   for each of the determined resources, determining <u>by processor</u> a

6   business value comprising a sum across all skills of a product of a skill

7   level of the resource in the skill and a skill weight of the work item for the

8   skill;

9   for each of the determined resources, determining <u>by processor</u> a

10   resource treatment value, the resource treatment value being a measure

11   of how the resource is meeting goals of the individual resource, the

12   resource treatment value comprising a sum across all <u>of a plurality of</u>

13   resource treatments of a product of a value of the resource for the

14   resource treatment and a weight of the work item for how much weight

15   said resource treatment has relative to others of the resource treatments

16   and how much weight the resource treatments have relative to <u>a different</u>

17   <u>weight of</u> the business value; and

18   selecting <u>by processor</u> a determined resource that has a best

19   combined score of its business value and its resource treatment value, to

20   serve the work ~~item~~<u>item.</u>

1   10. **(original)** The method of claim 9 wherein:

2   the resource treatments of a resource comprise a time since the

3   resource became available, a time that the resource has spent not serving

4   work items, and a measure of an effect that serving the work item would

5   have on a goal of the resource.

1   11. **(currently amended)** The method of claim 9 wherein:

2   determining <u>by processor</u> a business value comprises

3   determining <u>by processor</u> a scaled business value comprising the

4   business value scaled by a first scaling factor that is common to all of the

5   determined resources;

6   determining <u>by processor</u> a resource treatment value comprises

7   for each resource treatment, determining <u>by processor</u> a scaled

8   value of the resource comprising the value of the resource for that

9   resource treatment scaled by a scaling factor that is common for that

10   resource treatment to all of the determined resources, and

11   determining <u>by processor</u> a scaled resource treatment value

12   comprising a sum, scaled by a second scaling factor that is common to all

13   of the determined resources, across all resource treatments of a product

14   of the scaled value of the resource for the resource treatment and a

15   weight of the work item for the resource treatment; and

16   selecting <u>by processor</u> comprises

17   selecting <u>by processor</u> a determined resource that has a best sum

18   of its scaled business value and its scaled resource treatment value to

19   serve the work item.

1   12. **(original)** The method of claim 11 wherein:

2   each scaling factor comprises a fraction having in its denominator a

3   maximum value of the value to which said scaling factor applies of any of

4   the resources.

1   13. **(currently amended)** A method of selecting a work item for a

2   resource, comprising:

3   determining <u>by processor</u> available work items that need skills

4   possessed by the resource;

5   for each of the determined work items, determining <u>by processor</u> a

6   business value of having the resource service the work item, the business

7   value being a measure of qualification of the resource for servicing of the

8   work item based on skills of the resource and skill requirements of the

9   work item;

10   for each of the determined work items, determining <u>by processor</u> a

11   value to the work item of being serviced by the resource, the value to the

12   work item being a measure of how the work item is meeting goals of the

13   individual work item, wherein the goals of the work item include how long

14   the work item has been waiting for service, how long the work item may

15   have to wait for service, and how much the work item has exceeded its

16   target wait time; and

17   selecting <u>by processor</u> a determined work item that has a best

18   combined value of the business value and the value to the work item to be

19   served by the resource.

1   14. **(currently amended)** The method of claim 13 wherein:

2   determining <u>by processor</u> business value comprises

3   determining <u>by processor</u> the business value weighted by a

4   business value weight corresponding to the work item;

5   determining <u>by processor</u> a value to the work item comprises

6   determining <u>by processor</u> the value to the work item weighted by a

7   work item value weight corresponding to the work item; and

8   selecting <u>by processor</u> comprises

9   selecting <u>by processor</u> a determined work item that has a best

10   combined value of the weighted business value and the weighted value to

11   the work item.

1   **15. (currently amended)** The method of claim 14 wherein:

2   determining <u>by processor</u> a business value comprises

3   determining <u>by processor</u> a weighted business value as a product

4   of (a) the business value weight corresponding to the work item and (b) a

5   sum of products of a level of each said needed skill of the resource and a

6   weight of said needed skill of the work item; and

7   determining <u>by processor</u> a value to the work item comprises

8   determining <u>by processor</u> a weighted work item treatment value as

9   a product of (c) a work item treatment weight corresponding to the work

10   item and (d) a sum of products of each treatment of the work item and a

11   weight of said treatment of the work item.

1   **16. (original)** The method of claim 15 wherein:

2   the sums of products are scaled sums, and

3   the treatments are scaled treatments.

1   **17. (currently amended)** The method of claim 16 wherein:

2   selecting <u>by processor</u> comprises

3   selecting <u>by processor</u> the determined work item that has a highest

4   sum of the weighted business value and the weighted work item treatment

5   value.

1 18. **(previously amended)** The method of claim 21 wherein:

2 the work item treatments of a work item comprise a time that the

3 work item has been waiting for service and an estimated time that the

4 work item will have to wait for service.

1 19. **(previously amended)** The method of claim 18 wherein:

2 the work item treatments of a work item further comprise a time by

3 which the work item has exceeded its target wait time.

1 20. **(original)** The method of claim 18 wherein:

2 the estimated wait time that the work item will have to wait for

3 service comprises a product of (a) a ratio of a total number of work items

4 waiting for service and an average number of work items waiting for

5 service and (b) a sum of average wait times of individual said needed

6 skills each weighted by a ratio of the weight of said individual skill and a

7 sum of the weights of the needed skills.

1 21. **(currently amended)** A method of selecting a work item for a

2 resource, comprising:

3 determining by processor available work items that need skills

4 possessed by the resource;

5 for each of the determined work items, determining by processor a

6 business value comprising a sum across all skills of a product of a skill

7 level of the resource in the skill and a skill weight of the work item for the

8 skill;

9 for each of the determined work items, determining by processor a

10 work item treatment value, the work item treatment value being a measure

11 of how the work item is meeting goals of the individual work item, the work

12 item treatment value comprising a sum across all of a plurality of work

13 item treatments of a product of the value of the work item for the work item

14 treatment and a weight of the work item for how much weight said work

15 item treatment has relative to others of the work item treatments and how

16 much weight the work item treatments have relative to <u>a different weight of</u>

17 the business value; and

18 selecting <u>by processor</u> a determined work item that has a best

19 combined score of its business value and work item treatment value, to be

20 served by the resource.

1 22. **(original)** The method of claim 21 wherein:

2 the work item treatments of a work item comprise a time that the

3 work item has spent waiting to be serviced, an estimated time that the

4 item will spend waiting to be serviced, and a time by which the work item

5 has exceeded its target waiting time.

1 23. **(currently amended)** The method of claim 21 wherein:

2 determining <u>by processor</u> a business value comprises

3 determining <u>by processor</u> a scaled business value comprising the

4 business value scaled by a first scaling factor that is common to all of the

5 determined work items;

6 determining <u>by processor</u> a work item treatment value comprises

7 for each work item treatment, determining <u>by processor</u> a scaled

8 value of the work item comprising the value of the work item for that work

9 item treatment scaled by a scaling factor that is common for that work item

10 treatment to all of the determined work items, and

11 determining <u>by processor</u> a scaled work item treatment value

12 comprising a sum, scaled by a second scaling factor that is common to all

13 of the determined work items, across all work item treatments of a product

14 of the scaled value of the work item for the work item treatment and a

15 weight of the work item for the work item treatment; and

16   selecting <u>by processor</u> comprises

17   selecting <u>by processor</u> a determined work item that has a best sum

18   of its scaled business value and its scaled work item treatment value, to

19   be served by the resource.

1   24. **(original)** The method of claim 23 wherein:

2   each scaling factor comprises a fraction having in its denominator a

3   maximum value of the value to which said scaling factor applies of any of

4   the work items.

1   25. **(previously canceled)**

1   26. **(previously canceled)**

1   27. **(original)** An apparatus comprising a processor that executes

2   instructions to effect the method of one of claims 1-24.

1   28. **(previously amended)** An apparatus for selecting a resource

2   for a work item, comprising;

3   means for determining available resources that possess skills

4   needed by the work item;

5   means for determining, for each of the determined resources, a

6   business value of having the resource service the work item, the business

7   value being a measure of qualification of the resource for servicing the

8   work item based on skills of the resource and skill requirements of the

9   work item;

10   means for determining, for each of the determined resources, a

11   value to the resource of servicing the work item, the value to the resource

12   being a measure of how serving the work item by the resource helps or

13   hurts goals of the individual resource, wherein goals of the resource

14   include per-skill time-allocation goals of the resource; and

15   means for selecting a determined resource that has a best

16   combined value of the business value and the value to the resource, to

17   serve the work item.

1   29. **(currently amended)** An apparatus for selecting a resource

2   for a work item, comprising:

3   means for determining available resources that possess skills

4   needed by the work item;

5   means for determining, for each of the determined resources, a

6   business value comprising a sum across all skills of a product of a skill

7   level of the resource in the skill and a skill weight of the work item for the

8   skill;

9   means for determining, for each of the determined resources, a

10   resource treatment value, the resource treatment value being a measure

11   of how the resource is meeting goals of the individual resource, the

12   resource treatment value comprising a sum across all <u>of a plurality of</u>

13   resource treatments of a product of a value of the resource for the

14   resource treatment and a weight of the work item for how much weight

15   said resource treatment has relative to others of the resource treatments

16   and how much weight the resource treatments have relative to <u>a different</u>

17   <u>weight of </u>the business value; and

18   means for selecting a determined resource that has a best

19   combined score of its business value and its resource treatment value, to

20   serve the work item.

1   30. **(previously amended)** An apparatus for selecting a work item

2   for a resource, comprising:

3   means for determining available work items that need skills

4   possessed by the resource;

5   means for determining, for each of the determined work items, a

6   business value of having the resource service the work item, the business

7   value being a measure of qualification of the resource for servicing the

8   work item based on skills of the resource and skill requirements of the

9   work item;

10   means for determining, for each of the determined work items, a

11   value to the work item of being serviced by the resource, the value to the

12   work item being a measure of how the work item is meeting goals of the

13   individual work item, wherein the goals of the work item include how long

14   the work item has been waiting for service, how long the work item may

15   have to wait for service, and how much the work item has exceeded its

16   target wait time; and

17   means for selecting a determined work item that has a best

18   combined value of the business value and the value to the work item to be

19   served by the resource.

1   31. **(currently amended)** An apparatus for selecting a work item

2   for a resource, comprising:

3   means for determining available work items that need skills

4   possessed by the resource;

5   means for determining, for each of the determined work items, a

6   business value comprising a sum across all skills of a product of a skill

7   level of the resource in the skill and a skill weight of the work item for the

8   skill;

9   means for determining, for each of the determined work items, a

10   work item treatment value, the work item treatment value being a measure

11   of how the work item is meeting goals of the individual work item, the work

12   item treatment value comprising a sum across all of a plurality of work

13   item treatments of a product of the value of the work item for the work item

14   treatment and a weight of the work item for how much weight said work

15   item treatment has relative to other work item treatments and how much

16   weight the work item treatments have relative to <u>a different weight of </u>the

17   business value; and

18   means for selecting a determined work item that has a best

19   combined score of its business value and work item treatment value, to be

20   served by the resource.

1   32. **(currently amended)** An arrangement for selecting a resource

2   for a work item, comprising;

3   an effector of determining available resources that possess skills

4   needed by the work item;

5   an effector<u>, coupled to the effector of determining available</u>

6   <u>resources,</u> of determining, for each of the determined resources, a

7   business value of having the resource service the work item, the business

8   value being a measure of qualification of the resource for servicing the

9   work item based on skills of the resource and skill requirements of the

10   work item;

11   an effector<u>, coupled to the effector of determining available</u>

12   <u>resources,</u> of determining, for each of the determined resources, a value

13   to the resource of servicing the work item, the value to the resource being

14   a measure of how serving the work item by the resource helps or hurts

15   goals of the individual resource, wherein the goals of the resource include

16   per-skill time-allocation goals of the resource; and

17   an effector<u>, coupled to the effector of determining a business value</u>

18   <u>and the effector of determining a value to the resource,</u> of selecting a

19   determined resource that has a best combined value of the business value

20   and the value to the resource, to serve the work item<u>;</u>

21   <u>wherein said effectors are implemented by processor.</u>

1   **33. (currently amended)** An arrangement for selecting a resource

2 for a work item, comprising:

3   an effector of determining available resources that possess skills

4 needed by the work item;

5   an effector, coupled to the effector of determining available

6 resources, of determining, for each of the determined resources, a

7 business value comprising a sum across all skills of a product of a skill

8 level of the resource in the skill and a skill weight of the work item for the

9 skill;

10   an effector, coupled to the effector of determining available

11 resources, of determining, for each of the determined resources, a

12 resource treatment value, the resource treatment value being a measure

13 of how the resource is meeting goals of the individual resource, the

14 resource treatment value comprising a sum across all of a plurality of

15 resource treatments of a product of a value of the resource for the

16 resource treatment and a weight of the work item for how much weight

17 said resource treatment has relative to others of the resource treatments

18 and how much weight the resource treatments have relative to a different

19 weight of the business value; and

20   an effector, coupled to the effector of determining a business value

21 and the effector of determining a resource treatment value, of selecting a

22 determined resource that has a best combined score of its business value

23 and its resource treatment value, to serve the work item;

24   wherein said effectors are implemented by processor.

1   **34. (currently amended)** An arrangement for selecting a work

2 item for a resource, comprising:

3   an effector of determining available work items that need skills

4 possessed by the resource;

5   an effector, coupled to the effector of determining available work

6   items, of determining, for each of the determined work items, a business

7   value of having the resource service the work item, the business value

8   being a measure of qualification of the resource for servicing the work item

9   based on skills of the resource and skill requirements of the work item;

10   an effector, coupled to the effector of determining available work

11   items, of determining, for each of the determined work items, a value to

12   the work item of being serviced by the resource, the value to the work item

13   being a measure of how the work item is meeting goals of the individual

14   work item, wherein the goals of the work item include how long the work

15   item has been waiting for service, how long the work item may have to

16   wait for service, and how much the work item has exceeded its target wait

17   time; and

18   an effector, coupled to the effector of determining a business value

19   and the effector of determining a value to the work item, of selecting a

20   determined work item that has a best combined value of the business

21   value and the value to the work item to be served by the resource;

22   wherein said effectors are implemented by processor.

1   35. **(currently amended)** An arrangement for selecting a work

2   item for a resource, comprising:

3   an effector of determining available work items that need skills

4   possessed by the resource;

5   an effector, coupled to the effector of determining available work

6   items, of determining, for each of the determined work items, a business

7   value comprising a sum across all skills of a product of a skill level of the

8   resource in the skill and a skill weight of the work item for the skill;

9   an effector, coupled to the effector of determining available work

10   items, of determining, for each of the determined work items, a work item

11   treatment value, the work item treatment value being a measure of how

12   the work item is meeting goals of the individual work item, the work item

13   treatment value comprising a sum across all <u>of a plurality of</u> work item

14   treatments of a product of the value of the work item for the work item

15   treatment and a weight of the work item for how much weight said work

16   item treatment has relative to others of the work item treatments and how

17   much weight the work item treatments have relative to <u>a different weight of</u>

18   the business value; and

19   an effector<u>, coupled to the effector of determining a business value</u>

20   <u>and the effector of determining a work item treatment value,</u> of selecting a

21   determined work item that has a best combined score of its business

22   value and work item treatment value, to be served by the resource<u>;</u>

23   <u>wherein said effectors are implemented by processor.</u>

1   36. **(previously amended)** A computer-readable medium

2   containing instructions which, when executed in a computer, cause the

3   computer to perform selection of a resource for a work item, comprising:

4   determining available resources that possess skills needed by the

5   work item;

6   for each of the determined resources, determining a business value

7   of having the resource service the work item, the business value being a

8   measure of qualification of the resource for servicing the work item based

9   on skills of the resource and skill requirements of the work item;

10   for each of the determined resources, determining a value to the

11   resource of servicing the work item, the value to the resource being a

12   measure of how serving the work item by the resource helps or hurts

13   goals of the individual resource, wherein the goals of the resource include

14   per-skill time-allocation goals of the resource; and

15   selecting a determined resource that has a best combined value of

16   the business value and the value to the resource, to serve the work item.

1   37. **(original)** The medium of claim 36 wherein:

2   determining a business value comprises

3   determining the business value weighted by a business value

4 weight corresponding to the work item;

5   determining a value to the resource comprises

6   determining the value to the resource weighted by a resource value

7 weight corresponding to the work item; and

8   selecting comprises

9   selecting a determined resource that has a best combined value of

10 the weighted business value and the weighted value to the resource.

1   38. **(original)** The medium of claim 37 wherein:

2   determining a business value comprises

3   determining a weighted business value as a product of (a) the

4 business value weight corresponding to the work item and (b) a sum of

5 products of a level of each said needed skill of the resource and a weight

6 of said needed skill of the work item; and

7   determining a value to the resource comprises

8   determining a weighted resource treatment value as a product of

9 (c) a resource treatment weight corresponding to the work item and (d) a

10 sum of products of each treatment of the resource and a weight of said

11 treatment of the resource.

1   39. **(original)** The medium of claim 38 wherein:

2   the sums of products are scaled sums, and

3   the treatments are scaled treatments.

1   40. **(original)** The medium of claim 39 wherein:

2   selecting comprises

3   selecting the determined resource that has a highest sum of the

4   weighted business value and the weighted resource treatment value.

1   **41. (original)** The medium of claim 38 wherein:

2   the resource treatments of a resource comprise a time since the

3   resource became available and a time that the resource has not spent

4   serving work items.

1   **42. (original)** The medium of claim 41 wherein:

2   the treatments of the resource further comprise a measure of an

3   effect that serving of the work item would have on a goal of the resource.

1   **43. (original)** The medium of claim 42 wherein:

2   the measure of the effect comprises a difference between (a) a

3   distance of an actual allocation of worktime of the resource among skills

4   from a goal allocation of the worktime of the resource among the skills and

5   (b) a distance of an estimated allocation of the worktime of the resource

6   among the skills if the resource serves the work item from the goal

7   allocation.

1   **44. (currently amended)** A computer-readable medium

2   containing instructions which, when executed in a computer, cause the

3   computer to perform selection of a resource for a work item, comprising:

4   determining available resources that possess skills needed by the

5   work item;

6   for each of the determined resources, determining a business value

7   comprising a sum across all skills of a product of a skill level of the

8   resource in the skill and a skill weight of the work item for the skill;

9   for each of the determined resources, determining a resource

10   treatment value, the resource treatment value being a measure of how the

11 resource is meeting goals of the individual resource, the resource

12 treatment value comprising a sum across all <u>of a plurality of</u> resource

13 treatments of a product of a value of the resource for the resource

14 treatment and a weight of the work item for how much weight said

15 resource treatment has relative to others of the resource treatments and

16 how much weight the resource treatments have relative to <u>a different</u>

17 <u>weight of</u> the business value; and

18   selecting a determined resource that has a best combined score of

19 its business value and its resource treatment value, to serve the work

20 item.

1   45. **(original)** The medium of claim 44 wherein:

2   the resource treatments of a resource comprise a time since the

3   resource became available, a time that the resource has spent not serving

4   work items, and a measure of an effect that serving the work item would

5   have on a goal of the resource.

1   46. **(original)** The medium of claim 44 wherein:

2   determining a business value comprises

3   determining a scaled business value comprising the business value

4   scaled by a first scaling factor that is common to all of the determined

5   resources;

6   determining a resource treatment value comprises

7   for each resource treatment, determining a scaled value of the

8   resource comprising the value of the resource for that resource treatment

9   scaled by a scaling factor that is common for that resource treatment to all

10 of the determined resources, and

11   determining a scaled resource treatment value comprising a sum,

12 scaled by a second scaling factor that is common to all of the determined

13 resources, across all resource treatments of a product of the scaled value

14   of the resource for the resource treatment and a weight of the work item

15   for the resource treatment; and

16   selecting comprises

17   selecting a determined resource that has a best sum of its scaled

18   business value and its scaled resource treatment value to serve the work

19   item.

1   47. **(original)** The medium of claim 46 wherein:

2   each scaling factor comprises a fraction having in its denominator a

3   maximum value of the value to which said scaling factor applies of any of

4   the resources.

1   48. **(previously amended)** A computer-readable medium

2   containing instructions which, when executed in a computer, cause the

3   computer to perform selection of a work item for a resource, comprising:

4   determining available work items that need skills possessed by the

5   resource;

6   for each of the determined work items, determining a business

7   value of having the resource service the work item, the business value

8   being a measure of qualification of the resource for servicing of the work

9   item based on skills of the resource and skill requirements of the work

10   item;

11   for each of the determined work items, determining a value to the

12   work item of being serviced by the resource, the value to the work item

13   being a measure of how the work item is meeting goals of the individual

14   work item, wherein the goals of the work item include how long the work

15   item has been waiting for service, how long the work item may have to

16   wait for service, and how much the work item has exceeded its target wait

17   time; and

18   selecting a determined work item that has a best combined value of

19   the business value and the value to the work item to be served by the

20   resource.

1   49. **(original)** The medium of claim 48 wherein:

2   determining business value comprises

3   determining the business value weighted by a business value

4   weight corresponding to the work item;

5   determining a value to the work item comprises

6   determining the value to the work item weighted by a work item

7   value weight corresponding to the work item; and

8   selecting comprises

9   selecting a determined work item that has a best combined value of

10   the weighted business value and the weighted value to the work item.

1   50. **(original)** The medium of claim 49 wherein:

2   determining a business value comprises

3   determining a weighted business value as a product of (a) the

4   business value weight corresponding to the work item and (b) a sum of

5   products of a level of each said needed skill of the resource and a weight

6   of said needed skill of the work item; and

7   determining a value to the work item comprises

8   determining a weighted work item treatment value as a product of

9   (c) a work item treatment weight corresponding to the work item and (d) a

10   sum of products of each treatment of the work item and a weight of said

11   treatment of the work item.

1   51. **(original)** The medium of claim 50 wherein:

2   the sums of products are scaled sums, and

3   the treatments are scaled treatments.

1   52. **(original)** The medium of claim 51 wherein:

2   selecting comprises

3   selecting the determined work item that has a highest sum of the

4   weighted business value and the weighted work item treatment value.

1   53. **(previously amended)** The medium of claim 56 wherein:

2   the work item treatments of a work item comprise a time that the

3   work item has been waiting for service and an estimated time that the

4   work item will have to wait for service.

1   54. **(previously amended)** The medium of claim 53 wherein:

2   the work item treatments of a work item further comprise a time by

3   which the work item has exceeded its target wait time.

1   55. **(original)** The medium of claim 53 wherein:

2   the estimated wait time that the work item will have to wait for

3   service comprises a product of (a) a ratio of a total number of work items

4   waiting for service and an average number of work items waiting for

5   service and (b) a sum of average wait times of individual said needed

6   skills each weighted by a ratio of the weight of said individual skill and a

7   sum of the weights of the needed skills.

1   56. **(currently amended)** A computer-readable medium

2   containing instructions which, when executed in a computer, cause the

3   computer to perform a selection of a work item for a resource, comprising:

4   determining available work items that need skills possessed by the

5   resource;

6   for each of the determined work items, determining a business

7　value comprising a sum across all skills of a product of a skill level of the

8　resource in the skill and a skill weight of the work item for the skill;

9　　　for each of the determined work items, determining a work item

10　treatment value, the work item treatment value being a measure of how

11　the work item is meeting goals of the individual work item, the work item

12　treatment value comprising a sum across all of a plurality of work item

13　treatments of a product of the value of the work item for the work item

14　treatment and a weight of the work item for how much weight said work

15　item treatment has relative to others of the work item treatments and how

16　much weight the work item treatments have relative to a different weight of

17　the business value; and

18　　　selecting a determined work item that has a best combined score of

19　its business value and work item treatment value, to be served by the

20　resource.

1　　　57. **(original)** The medium of claim 56 wherein:

2　　　the work item treatments of a work item comprise a time that the

3　work item has spent waiting to be serviced, an estimated time that the

4　item will spend waiting to be serviced, and a time by which the work item

5　has exceeded its target waiting time.

1　　　58. **(original)** The medium of claim 56 wherein:

2　　　determining a business value comprises

3　　　determining a scaled business value comprising the business value

4　scaled by a first scaling factor that is common to all of the determined

5　work items;

6　　　determining a work item treatment value comprises

7　　　for each work item treatment, determining a scaled value of the

8　work item comprising the value of the work item for that work item

9　treatment scaled by a scaling factor that is common for that work item

10   treatment to all of the determined work items, and

11   determining a scaled work item treatment value comprising a sum,

12   scaled by a second scaling factor that is common to all of the determined

13   work items, across all work item treatments of a product of the scaled

14   value of the work item for the work item treatment and a weight of the

15   work item for the work item treatment; and

16   selecting comprises

17   selecting a determined work item that has a best sum of its scaled

18   business value and its scaled work item treatment value, to be served by

19   the resource.

1   59. **(original)** The medium of claim 58 wherein:

2   each scaling factor comprises a fraction having in its denominator a

3   maximum value of the value to which said scaling factor applies of any of

4   the work items.

1   60. **(currently amended)** A method of selecting a work item for a

2   resource, comprising:

3   determining by processor available work items that need skills

4   possessed by the resource;

5   for each of the determined work items, determining by processor a

6   weighted business value of having the resource service the work item, as

7   a product of (a) the business value weight corresponding to the work item

8   and (b) a sum of products of a level of each said needed skill of the

9   resource and a weight of said needed skill of the work item, the business

10   value being a measure of qualification of the resource for servicing of the

11   work item based on skills of the resource and skill requirements of the

12   work item;

13   for each of the determined work items, determining by processor a

14   weighted value to the work item of being serviced by the resource, as a

15   product of (c) a work item treatment weight corresponding to the work item

16   and (d) a sum of products of each treatment of the work item and a weight

17   of said treatment of the work item, the value to the work item being a

18   measure of how the work item is treated compared to other work items

19   and treatment goals of the individual work item and comprising a time that

20   the work item has been waiting for service, a time by which the work item

21   has exceeded its target wait time, and an estimated time that the work

22   item will have to wait for service comprising a product of (e) a ratio of a

23   total number of work items waiting for service and an average number of

24   work items waiting for service and (f) a sum of average wait times of

25   individual said needed skills each weighted by a ratio of the weight of said

26   individual skill and a sum of the weights of the needed skills; and

27   selecting <u>by processor</u> a determined work item that has a best

28   combined value of the weighted business value and the weighted value to

29   the work item to be served by the resource.

1   61. **(previously added)** A computer-readable medium containing

2   instructions which, when executed in a computer, cause the computer to

3   perform selection of a work item for a resource, comprising:

4   determining available work items that need skills possessed by the

5   resource;

6   for each of the determined work items, determining a weighted

7   business value of having the resource service the work item, as a product

8   of (a) the business value weight corresponding to the work item and (b) a

9   sum of products of a level of each said needed skill of the resource and a

10   weight of said needed skill of the work item, the business value being a

11   measure of qualification of the resource for servicing of the work item

12   based on skills of the resource and skill requirements of the work item;

13   for each of the determined work items, determining a value to the

14   work item of being serviced by the resource, as a product of (c) a work

15   item treatment weight corresponding to the work item and (d) a sum of

16   products of each treatment of the work item and a weight of said treatment

17   of the work item, the value to the work item being a measure of how the

18   work item is treated compared to other work items and treatment goals of

19   the individual work item and comprising a time that the work item has

20   been waiting for service, a time by which the work item has exceeded its

21   target wait time, and an estimated time that the work item will have to wait

22   for service comprising a product of (e) a ratio of a total number of work

23   items waiting for service and an average number of work items waiting for

24   service and (f) a sum of average wait times of individual said needed skills

25   each weighted by a ratio of the weight of said individual skill and a sum of

26   the weights of the needed skills; and

27   selecting a determined work item that has a best combined value of

28   the weighted business value and the weighted value to the work item to be

29   served by the resource.